

## Corrective Action Plan (C.A.P.): Goal 2

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
<b>Goal 2:</b> Consumer driven assessments and treatment plans will be completed according to the treatment planning principles and in a timely manner for all consumers.					
<b>Strategy 1</b>  <b>Revise assessment and treatment plan formats to be consistent with requirements</b>	<b>Action Step 1</b> Compare current forms to requirements and revise as needed.	ADHS  ValueOptions	8/2/04  Tested by 9/1/04	Assessment and treatment planning forms are revised.  Assessment and treatment planning forms are tested.	8/2/04: ADHS and ValueOptions have modified the statewide assessment form for Maricopa County to include the elements necessary to meet the requirements of R9-21.  Treatment plans for three individuals were developed using the new formats. ADHS, the Plaintiff's and the Monitor participated in a discussion with the Clinical Liaisons/Case Managers who participated in the field test. Interviews were conducted by ADHS with the consumers.

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<b>Strategy 2</b> <b>Implement training and technical assistance to all clinics and intensive mentoring at targeted clinics.</b>	<b><u>Action Step 1</u></b> Identify five clinics that will receive intensive mentoring from mentoring teams composed of consumers, ADHS, ValueOptions, and other stakeholders.	ADHS ValueOptions	Complete 9/1/04	Clinics have been identified.	9/15/04: ADHS and ValueOptions have selected the clinic sites for mentoring based on the results of the Independent Review and the density of priority clients. The Sites are 1300, Arcadia, West Camelback, Alma School and Metro.
<b>Strategy 2</b>	<b><u>Action Step 2</u></b> All clinic sites will receive training and technical assistance.	ADHS ValueOptions	Begin 9/1/04  Complete 4/1/05	Training and technical assistance activities are completed.	
<b>Strategy 3</b> <b>Conduct assessments and develop treatment plans that are individualized, person centered and clearly demonstrate meaningful involvement of</b>	<b><u>Action Step 1</u></b> Develop a schedule to complete assessments and treatment plans for the priority population at the five sites that will receive mentoring and the remaining sites that will not be immediately involved in mentoring but will receive training and technical assistance.	ADHS ValueOptions	Complete 10/15/04	Schedule completed.	

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both the consumer and clinical team members.					
Strategy 3	<b><u>Action Step 2</u></b> All existing and newly hired staff will receive training on the assessment and treatment planning principles and process and the Maricopa County Case Management and Clinical Team services Plan.	ADHS ValueOptions	Begin 11/1/04  Ongoing	Staff are trained. ADHS will attend a sample of trainings.	
Strategy 3	<b><u>Action Step 3</u></b> Case management and clinical liaison staff will receive training to improve consumer, family and provider involvement in the assessment and treatment planning process.	ADHS ValueOptions	Begin 11/1/04  Complete 1/1/05	Staff are trained. ADHS will attend a sample of trainings.	
Strategy 3	<b><u>Action Step 4</u></b> Trained staff will conduct assessments and treatment plans to ensure they can apply the principles and process.	ADHS ValueOptions	Begin 11/15/04  Complete 1/1/05	Trained staff will provide examples of assessments and treatment plans.	
Strategy 3	<b><u>Action Step 5</u></b> ADHS, ValueOptions and the Court Monitor will review documentation from staff and interview consumers to assure the quality of assessments and treatment plans and provide feedback on lessons learned.	ValueOptions  ADHS  Court Monitor	Begin 11/15/04  Complete 1/3/05	Feedback is provided.	

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Strategy 3	<b><u>Action Step 6</u></b> Assessments and treatment plans that comply with the requirements of Appendix C items 2, 3, and 9 will be completed for all priority members at the five clinic sites.	ValueOptions	Complete 4/29/05	85% compliance with items 2 and 3 and 80% compliance with item 9.	
Strategy 3	<b><u>Action Step 7</u></b> Assessments and treatment plans that comply with the requirements of Appendix C items 2, 3, and 9 will be completed for all priority members at the remaining sites.	ValueOptions	Complete 4/29/05	65% compliance with items 2 and 3 and 60% compliance with item 9.	
<b>Strategy 4</b>  <b>Develop and implement mentoring teams.</b>	<b><u>Action Step 1</u></b> Conduct focus groups with stakeholders in order to identify the duties and qualities of mentors for the five clinics that have been identified.	ADHS	Complete 8/24/04	Mentor duties and qualities are identified.	8/24/04: ADHS held two focus group meetings to identify the duties and qualities of mentors. The results are being used to finalize the duties and responsibilities of the mentoring teams.

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Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Strategy 4	<b><u>Action Step 2</u></b> Finalize roles and responsibilities of mentoring teams to include: <ul style="list-style-type: none"> <li>• Obtaining staff and consumer input at each clinic;</li> <li>• Reviewing documentation of compliance audit findings for each assigned clinic;</li> <li>• Reviewing documentation of assessments and treatment plans and provide feedback and ideas for improvement;</li> <li>• Providing feedback on observed service delivery or systems barriers;</li> <li>• Provide consultation to supervisors, site managers and clinic staff; and</li> <li>• Informing ADHS and ValueOptions regarding business and clinical operations at clinic sites.</li> </ul>	ADHS ValueOptions	Complete 11/1/04	Roles, responsibilities and guidance documents are developed.	
Strategy 4	<b><u>Action Step 3</u></b> Develop written guidance documents for mentors.	ADHS ValueOptions	Complete 11/1/04	Written documents developed.	
Strategy 4	<b><u>Action Step 4</u></b> Develop schedule for mentoring.	ADHS ValueOptions	Complete 11/1/04	Mentoring schedule is developed.	
Strategy 4	<b><u>Action Step 5</u></b> Provide orientation/training for mentors, including clinical, administrative, business and peer support workers.	ADHS ValueOptions	Begin 11/1/04 Complete 12/15/04	Training for mentors has occurred.	

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Strategy 4	<b><u>Action Step 6</u></b> Conduct mentoring at the five Direct Care Sites.	ADHS ValueOptions	Begin 11/15/04  Complete 1/17/05	Documentation regarding assessments and treatment plans are completed as identified in action step 2.	
Strategy 4	<b><u>Action Step 7</u></b> Meet and confer with the Court Monitor and Plaintiffs' Counsel regarding the evaluation process and realistic time frames for implementation of the intensive mentoring ( <i>sic</i> ) process at the five selected sites and strategies for the remaining eighteen sites.	ADHS Court Monitor  Plaintiffs' Counsel	Complete 12/17/04	Evaluation process and plan for implementation is developed.	